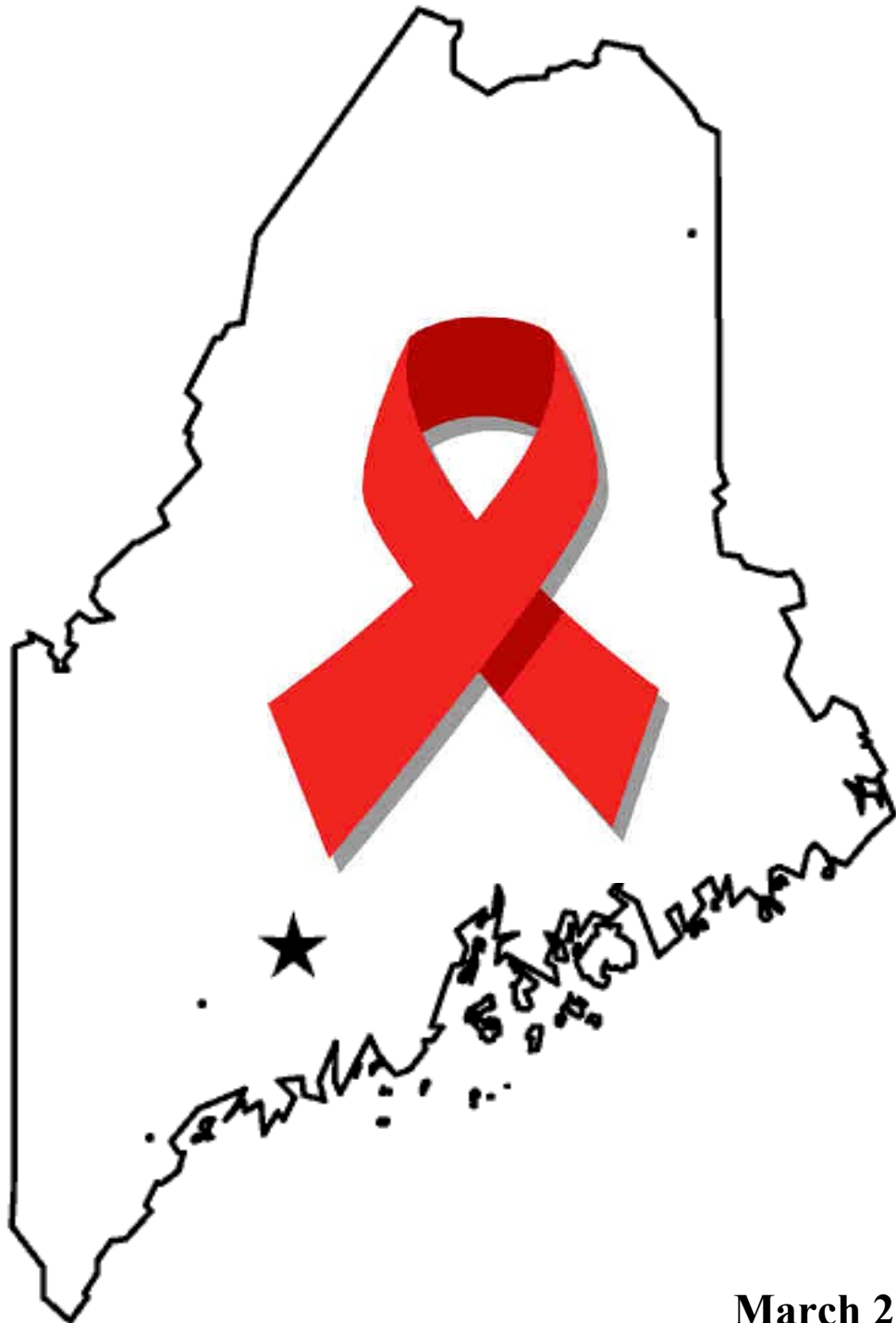




State of Maine HIV Service Guide



March 2005

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
11 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0011

JOHN ELIAS BALDACCI
GOVERNOR

JOHN R. NICHOLAS
COMMISSIONER

April 1, 2005

Dear Consumer:

Thank you for taking time to look through this manual. I hope that you find it helpful. The manual provides information on getting the services you need to live with HIV disease. There are three sections in the manual. Section 1 is about funding for HIV services in Maine. Section 2 is about HIV services and programs available in Maine. Section 3 provides important contact information for accessing programs.

This manual was created between January and March of 2005. It is a *general guide* to HIV services in Maine. We hope it will make you more familiar with services and help you decide which services you need and which services you are eligible for. The manual may also answer some questions about HIV care in Maine. Please remember that services may change. I encourage you to contact service agencies to learn more about their programs. Staff at each agency can work with you to help with your concerns.

As the Ryan White Title II Program Coordinator, I manage the State's HIV case management services and the AIDS Drug Assistance Program. If I can answer questions about these services, please feel free to call me at 287-5551 or email me at shelley.white@maine.gov.

Very sincerely,



Shelley White
Ryan White Title II Program Coordinator

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Section I:

FUNDING FOR HIV SERVICES IN MAINE

Sources of funding you will learn about in this section:

- The Ryan White CARE Act
- MaineCare/Medicaid
- Medicare
- Centers for Disease Control and Prevention
- State of Maine General Fund

Some questions to be answered in this section:

- Where do HIV/AIDS service organizations receive funding for their services?
- Who has access to these funds?
- Can I receive funding from these programs?
- What are some limitations of this funding?

INTRODUCTION

There are two major sources of funding for HIV care services in the State of Maine – federal and state dollars.

1. Federal funds come from:

- the Health Resources and Services Administration (HRSA),
- the Centers for Medicare and Medicaid Services (CMS), and
- the Centers for Disease Control and Prevention (CDC).

2. State dollars come from:

- The State of Maine General Fund.

This section will review funding sources and the services they can fund.

RYAN WHITE CARE ACT

The Ryan White Comprehensive AIDS Resources Emergency Act (CARE Act) funds primary health care and support services for people living with HIV disease. Maine receives funds under Titles II and III of the CARE Act. The Ryan White CARE Act provides funding as a means of last resort, with some exceptions. For more information, visit <http://hab.hrsa.gov/history.htm>.

Title II of the CARE Act

Maine receives federal money for two types of services: for HIV case management and for the AIDS Drug Assistance Program (ADAP). The Bureau of Health HIV, STD and Viral Hepatitis Program manages all Title II funds received by the State. For more information, visit http://www.maine.gov/dhhs/boh/ddc/HIV_STD.htm.

Title II Base Grant: HIV Case Management Services

Title II funds may be used to provide various services, including:

- Ambulatory/primary health care and home-based health care
- Insurance coverage
- Medications
- Support services, including HIV case management
- Outreach to HIV-positive individuals
- Early intervention services for individuals with new HIV diagnoses

Title II providers are usually public or non-profit organizations. In the State of Maine, all Title II providers are non-profit organizations. Within federal rules, each state decides how it will use its Title II base grant. Maine uses its grant to support HIV case management services provided by six non-profit agencies across the state. For more information, see page 7 of the manual.

AIDS Drug Assistance Program (ADAP)

Each state has a federally sponsored AIDS Drug Assistance Program (ADAP). The goal of the ADAP is to provide assistance to people who cannot afford their HIV medications. See page 16 to learn about Maine's AIDS Drug Assistance Program.

Title III of the CARE Act

In Maine, Title III funding is provided to three non-profit organizations that provide HIV primary care:

- Portland Public Health (serving Southern Maine),
- Maine General Health Associates (serving Central Maine), and
- Lubec Regional Medical Center (serving Northern Maine)

For more information on these services, see page 13 of this manual.

MAINECARE/MEDICAID

Medicaid is a program that pays for medical assistance for some individuals and families with low incomes and resources. MaineCare is the State of Maine's version of Medicaid, and it is funded by both federal and state dollars. To learn more about MaineCare, see page 14 of this manual, or visit <http://www.maine.gov/bms/HIVAids.htm>.

MEDICARE

Medicare is a health insurance program for:

- people 65 years of age and older,
- some persons under 65 years of age with a disability (people living with AIDS may qualify on the basis of disability status), and
- people with end-stage renal disease (permanent kidney failure treated with dialysis or a transplant).

If you fall into any of these categories, you may be eligible for Medicare benefits. To learn more about Medicare, visit <http://www.medicare.gov/>.

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)

CDC funds are used to provide a specialized service for individuals with HIV, called Prevention Case Management. To learn more about the CDC, visit <http://www.cdc.gov/>. To learn more about Maine's Prevention Case Management Services, see page 11 of this manual.

STATE OF MAINE GENERAL FUND

The State of Maine provides funding for HIV Case Management services and also provides some funds for the AIDS Drug Assistance Program (ADAP). To learn more about HIV Case Management, see page 7 of this manual. To learn more about the AIDS Drug Assistance Program, see page 16 of this manual.

Section II:

HIV SERVICES AVAILABLE IN MAINE

Services you will learn about in this section:

- HIV Case Management
- Prevention Case Management
- Partner Counseling and Referral Services (PCRS)
- Ryan White Title III Programs
- MaineCare (Medicaid)
- AIDS Drug Assistance Program (ADAP)
- Understanding Federal Poverty Levels

Some questions to be answered in this section:

- What are these services? What do they offer?
- Where are these services located?
- How do I access these services?
- Who is eligible for these services? What are the eligibility requirements?
- Are there limitations to these services?

HIV CASE MANAGEMENT

HIV Case Management services let people living with HIV disease learn about programs and services they might be eligible for. Your case manager may help you identify community resources, supports, and opportunities for getting involved, if you are interested. You will work with this person to identify and achieve goals that are important to improving your quality of life. Case management services are completely confidential and are provided free of charge. In Maine, HIV Case Management services are funded with Ryan White Title II dollars, as well as some state funds.

In Maine, HIV case management services are offered by six non-profit organizations:

- Frannie Peabody Center (serving York and Cumberland counties),
- St. Mary's Regional Medical Center (serving Androscoggin and Oxford counties),
- Dayspring AIDS Support Services (serving Franklin, Kennebec, Somerset, Lincoln, and Sagadahoc counties, as well as parts of Waldo and Knox counties),
- Eastern Maine AIDS Network (serving Penobscot, Piscataquis, and Aroostook counties, as well as parts of Waldo and Knox counties),
- Down East AIDS Network (serving Washington and Hancock counties), and
- AIDS Lodging House.

Below is an overview of the typical case management experience. Please be aware that your experience may be different depending on your specific needs and your agency's specific service capacity.

A. Intake Process and Assessment

After you contact one of the organizations, a case manager will ask to meet with you in person. This meeting may take place in their office, in your home, or at some other neutral location. It usually takes about one hour. During this assessment, your case manager will ask you questions to gather medical information, social information, and any other information that will help them evaluate your specific case management needs. During your intake process, your case manager may also ask for verification of your HIV diagnosis, income verification, insurance information, a list of current medications, your most current lab reports, a social security card (if available), and photo identification (if available).

B. Release Forms

During the intake process you will be asked to sign forms allowing the release of information to your case management organization. This information will not be shared with any individuals outside of the case management office without your signed approval. These forms include:

- **Clients Rights and Responsibilities**
This form lists both your rights and your responsibilities as a client of your case management organization.
- **Consent for Release of Information**
This form allows health, income, and insurance information to be released to your case management organization. This information will not be shared with anyone outside of the case management office without your signed consent.

C. Development of the Care Plan

The Care Plan lists goals agreed upon by you and your case manager. These goals try to improve your quality of life. Development of this plan usually begins during your intake process. You will

meet or talk with your case manager at least every 3 months to update your Care Plan. At this time, you will discuss progress that has been made toward achieving your goals. Some examples of typical goals are:

- To access medical services
- To access HIV medications and follow medication schedules and requirements
- To access disability benefits or health insurance
- To practice safer sex
- To find safe and affordable housing
- To develop a financial plan
- To find a system of social support
- To access mental health services
- To access substance abuse services

* Some people do not need to develop a Care Plan. These clients do not receive full case management services. They are able to access services in times of need. They may also attend agency events and use the case management organization for social support. Check with your case management organization to see if this is an option.

D. Services and Referrals

The following may be offered by your case management organization:

- Referrals for medical care, dental care, eye care, counseling, and housing
- Emotional and support services
- Support groups
- Lunch gatherings
- Buddy services
- Legal assistance
- Emergency financial assistance
- Needle exchange programs
- Assistance notifying and optional testing of your sex and/or needle-sharing partners

E. Emergency Assistance

Case management organizations may be able to offer emergency financial assistance. These funds are available for situations brought on as a result of your HIV/AIDS diagnosis. The use of these funds varies from agency to agency, and may include assistance with:

- Lodging or rent
- Necessary utilities (such as electricity, local telephone, water, gas, and heat)
- Prescription medication costs
- Nutritional support
- Mileage reimbursement for travel to medical appointments

This assistance cannot be used for:

- Car payments or repairs
- Insurance payments
- Loan payments
- Cable television, music, or online bills
- Moving expenses
- Long-term housing payments or rent

Emergency assistance funds are limited. Clients should not rely on these funds. Decisions about the use of emergency funds will be directed by agency policies and advisory board guidance.

F. Client Opportunities for Agency Involvement

- **Advisory Board:** Most case management organizations have an advisory board that you may become involved with. It may be run entirely clients, or case managers and community members may also be involved. There are generally between 10 and 20 members on the board. They usually meet every month or two.
- **Volunteer Opportunities:** Most case management organizations have volunteer opportunities for those who are interested.

G. Grievance Policy

All case management organizations have policies and procedures if a client has a complaint or problem with the services. Clients should try to deal directly with their case manager. If the problem persists, clients will be offered the opportunity to meet with others at the agency or Bureau of Health to fix the problem.

H. Confidentiality

Case management services are completely confidential. Information is only released after you sign a form allowing your case manager to do so. Personal files are kept in locked file cabinets so no one other than your case manager has access to your confidential information.

I. Contact Information

To access HIV case management services, please contact one of the organizations listed below. Because agency-specific services may change over time, contact an agency directly to learn more.

- **Dayspring AIDS Support Services**
One Weston Court
Augusta, ME 04330
PHONE (207) 621-6201

Dayspring AIDS Support Services serves Franklin, Kennebec, Somerset, Lincoln, and Sagadahoc counties, as well as parts of Waldo and Knox counties. Some services include mental health counseling, support and educational groups, a lending library, a vitamin program, bi-weekly client luncheons, and funding for alternative therapies.

- **Down East AIDS Network**
25A Pine Street
Ellsworth, ME 04605
PHONE (207) 667-3506

Down East AIDS Network (DEAN) serves Washington and Hancock counties. Some services include support groups, a food pantry, funding for mental health therapies and other alternative therapies, such as massage and acupuncture.

- **Eastern Maine AIDS Network**

370 Harlow Street
Bangor, ME 04402
PHONE (207) 990-3626

Eastern Maine AIDS Network (EMAN) serves Penobscot, Piscataquis, and Aroostook counties, as well as parts of Waldo and Knox counties. Some services include a food pantry, support groups, holiday baskets, and retreats for both men and women.

- **Frannie Peabody Center**

615 Congress Street, 6th floor
Portland, ME 04101
PHONE (207) 774-6877

Frannie Peabody Center serves York and Cumberland counties. Some services include support groups, a food pantry, housing resources, and funding for alternative therapies, such as yoga, massage, and acupuncture.

- **St. Mary's Regional Medical Center**

Campus Avenue
P.O. Box 291
Lewiston, ME 04243
PHONE (207) 777-8507

St. Mary's Regional Medical Center serves Androscoggin and Oxford counties. Some services include support groups, legal assistance, a client newsletter, and lunch gatherings.

- **AIDS Lodging House**

142 High Street, Suite 623
Portland, ME 04101
PHONE (207) 773-7165

The AIDS Lodging House (ALH) provides intensive support services, support groups and limited housing assistance to men, women, and families affected by HIV/AIDS who have additional physical/mental health, psychosocial, and housing needs. Services include supportive counseling, assistance in locating and maintaining housing, access to emergency financial assistance, assistance with household skills and dealing with landlords, and individual support planning. ALH owns a four-unit apartment building in Portland that provides long-term housing for people with HIV/AIDS.

PREVENTION CASE MANAGEMENT

Prevention case management is an intensive counseling program. It is for people whose needs and life situation make it difficult to change the behavior that put them at risk for HIV. The goal of prevention case management is to identify risks you have for giving HIV to others. When you access this service, an assessment is completed, much like the one required for HIV case management services. This evaluation covers medical, social, and nutritional issues and information. It usually lasts for about an hour or two. Case managers and clients discuss goals for reducing risk, and support is offered to clients over time. No referral is required to access this service. It is completely confidential and provided free of charge.

Contact Information

To access prevention case management services contact one of the organizations listed below.

- AIDS Consultation Service at Maine Medical Center
22 Bramhall Street
Portland, ME 04102
PHONE (207) 871-2099 or 1-800-871-2701
- Regional Medical Center at Lubec
43 South Lubec Road
Lubec, ME 04652
PHONE (207) 733-1090 ext.2226

PARTNER COUNSELING AND REFERRAL SERVICES

When you test positive for HIV there will be many decisions for you to make. One important thing to think about is making sure your sex and/or needle-sharing partners know their risk for HIV infection. There is a service that can help you with this. It is called Partner Counseling and Referral Services (PCRS). Everyone who tests positive for HIV or is diagnosed with AIDS in Maine is offered PCRS. People who offer PCRS (called Disease Intervention Specialists) are trained to help tell people, who may have been exposed to HIV infection, the importance of getting a HIV test. The service is confidential and absolutely free. It is also voluntary, which means you can decide whether or not you want it without the risk of losing any other services. This service can be used when you test positive or at any other time. For example, if you have a new partner that you think might need a HIV test, you can call for help.

HIV positive people have help to tell their partners for some of these reasons:

- I do not want to tell my partners, but I want them to know they should think about getting a HIV test;
- I do not want people to know that I'm infected, but I want my partners to know they should think about getting a HIV test;
- I would not know what to say, but I want my partners to know they should think about getting a HIV test.

With PCRS, a specially trained person can help you in the following ways:

- They can tell your partners for you;
- They can be with you when you tell your partners;
- They can help get you ready to tell your partners yourself;
- They can set up HIV testing for your partners.

You get to choose the kind of help you want. If you choose to have a specialist tell your partners for you, it will be done confidentially. Your name will never be told to partners. You can contact a PCRS specialist at **anytime** for their help.

To get help or more information about PCRS, contact the offices below and ask for the Disease Intervention Specialist (DIS):

- In Northern Maine, call the Bangor Clinic at 207-947-0700,
- In Central Maine, call the Auburn Clinic at 207-795-4019,
- In Southern Maine, call Portland Public Health at 207-874-8940 or 207-756-8084, or
- Statewide, call the HIV, STD and Viral Hepatitis Program at 207-287-2046.

RYAN WHITE TITLE III PROGRAMS

In Maine, Title III funding is provided to three non-profit organizations that provide comprehensive HIV primary care:

- Regional Medical Center at Lubec (serving Northern Maine),
- Maine General Health (serving Central Maine), and
- Portland Public Health (serving Southern Maine).

Northern Maine Ryan White Title III Program

Regional Medical Center at Lubec
43 South Lubec Road
Lubec, ME 04652
PHONE (207) 733-1090 ext.2226

The Northern Title III Program targets people who have been newly diagnosed with HIV. It covers primary care as deemed necessary by medical providers. It may also include coverage of mental health care, nutrition counseling, and alternative therapies, such as massage and acupuncture. In order to qualify for this program, you must be HIV positive. To receive services, you must complete an assessment form that is similar to those completed for HIV Case Management. Contact Down East AIDS Network, Eastern Maine AIDS Network, or the Regional Medical Center at Lubec to learn more about these services.

Central MaineGeneral – MGHA Ryan White Title III Program

MaineGeneral Health Associates
150 Dresden Avenue
Gardiner, ME 04345
PHONE (207) 621-5376

The MGHA Ryan White Title III Program serving Central Maine is very similar to the Northern Maine Program. The Central Program targets people who have been newly diagnosed with HIV. It covers primary care as deemed necessary by medical providers. It may also include coverage of mental health care and nutrition counseling. Contact the Program Office at MaineGeneral Health Associates for more information.

Southern Maine Ryan White Title III Program

Portland Public Health
103 India Street
Portland, ME 04101
PHONE (207) 874-8791

The Southern Title III program differs from those in Northern and Central Maine because its services are provided at a central clinic in Portland. The name of the program is Positive Health Care. Clients receive primary care services, including HIV/AIDS treatment. The team consists of a medical doctor and a nurse practitioner (who are both HIV specialists), two registered nurses, a case manager, and a part-time psychiatrist. There is no waiting list for services. No one is turned away because of inability to pay. The only requirement for the program is that someone be HIV positive. Clients may refer themselves by calling the phone number listed above.

MAINECARE (MEDICAID)

MaineCare

MaineCare is the State of Maine's Medicaid Program. There are two ways that a person living with HIV/AIDS can receive MaineCare benefits. Potential members can either qualify for full MaineCare benefits or a member can be eligible for a limited benefit (both are described below in more detail). If you wish to qualify for either of these benefits, or for more information on the guidelines for qualifying for MaineCare benefit, contact your Department of Health and Human Services office. For contact information, visit <http://www.maine.gov/bms/HIVAids.htm> or call MaineCare Member Services at 1-800-977-6740.

1. Full MaineCare Benefits

In order to be eligible for this benefit, people must fulfill the following requirements:

- Must be a resident of Maine
- Individual income must fall at or below 100% of the Federal Poverty Level (assets, such as bank accounts, are not included in this total)
- Must agree to the rules and sign a consent form

This benefit covers services such as:

- Regular office visits (well checkups, sick visits, preventive health care)
- Hospital care (emergency care, ambulance services, labs and x-rays, surgery)
- Midwifery/delivery, service before or after the birth of a baby
- Vision screening/eyeglasses, hearing tests/hearing aids, mental health therapy, substance abuse therapy
- Dental work, family planning, screening for sexually transmitted diseases, prescriptions

For more information about MaineCare Programs, contact:

- MaineCare Member Services: 1-800-977-6740,
- Bureau of Medical Services: 1-866-796-2463 ext.7-4758, or
- An AIDS Service Organization Case Manager (see contact information on page 17 of this manual)

2. MaineCare Limited Benefit for People Living with HIV/AIDS (Waiver Program)

In order to be eligible for this benefit, people must fulfill the following requirements:

- Must be a resident of Maine
- Must test positive for HIV
- Individual income must fall at or below 250% of the Federal Poverty Level (assets, such as bank accounts, are not included in this total)
- Must agree to the rules and sign a consent form

NOTE: Individuals with private health insurance may still qualify

This benefit covers services such as:

- HIV/AIDS treatment (including HAART), counseling, and medication
- Ambulance and transportation to appointments for HIV/AIDS-related services
- Lab and x-ray services
- Mental health and substance abuse services
- Physician, physician assistant, and nurse practitioner services
- Hospital care, case management, and family planning

Payments may include a premium based on income level, as well as \$10 co-payments for physician appointments and prescriptions. For more information about the Co-Pays Project for Waiver Members, see the section below.

For more information about the MaineCare Limited Benefit Program, contact:

- MaineCare Member Services: 1-800-977-6740,
- Bureau of Medical Services: 1-866-796-2463 ext.7-4758, or
- An AIDS Service Organization Case Manager (see contact information on page 17 of this manual)

Co-Pays Project for MaineCare Limited Benefit (Waiver Program) Members

The Bureau of Health sponsors a Co-Pays Project for Waiver Members. Those enrolled in the MaineCare Waiver Program may be reimbursed for \$10 medication co-payments. This project does not cover co-pays for doctor visits or any other services offered under the MaineCare Waiver Program. It also does not cover co-pays that you receive help with from other sources, such as emergency financial assistance from a case management agency. Funding for this program is limited and may not be available throughout the year. Waiver members are encouraged to apply for co-pay reimbursement on a monthly basis in order to receive maximum benefit. For more information contact an AIDS Service Organization case manager. If you are not a case management client, call Medical Care Development (207-622-7566, ext.206).

AIDS DRUG ASSISTANCE PROGRAM (ADAP)

The AIDS Drug Assistance Program helps individuals who cannot afford their HIV medications.

In order to be eligible for this program, people must fulfill the following requirements:

- Must be a resident of Maine
- Must test positive for HIV
- Individual income must fall at or below 400% of the Federal Poverty Level
- Must NOT be eligible for MaineCare, the State's Medicaid Program (However, clients may access ADAP while applying for MaineCare, and before they become approved members.)

The ADAP program provides the following:

- Coverage of costs of all FDA-approved HIV antiretroviral medications
- Coverage of costs of medications used for prophylaxis or treatment of opportunistic infections commonly associated with HIV/AIDS

For more information regarding ADAP, contact:

- Bureau of Health: 207-287-2899, or
- An AIDS Service Organization Case Manager (see contact information on page 17 of this manual)

UNDERSTANDING FEDERAL POVERTY LEVELS

Each year, the US Census Bureau determines a national "Federal Poverty Level" (FPL). For some programs in Maine, such as MaineCare and ADAP, you must meet an income standard related to this FPL. The best way to figure out whether you are eligible for these programs or not is to contact the program itself. However, if you would like to learn more about the Federal Poverty Level, and how it is determined for individuals or families, please visit the following website:

<http://www.census.gov/hhes/www/poverty.html>.

IMPORTANT CONTACT INFORMATION

SERVICE CATEGORY	PERSON OR AGENCY	ADDRESS	PHONE NUMBER
HIV Case Management (AIDS Service Organizations)	AIDS Lodging House	142 High Street, Suite 623, Portland, ME 04101	(207) 773-7165
	Dayspring AIDS Support Services	One Weston Court, Augusta, ME 04330	(207) 621-6201
	Down East AIDS Network	25A Pine Street, Ellsworth, ME 04605	(207) 667-3506
	Eastern Maine AIDS Network	370 Harlow Street, Bangor, ME 04402	(207) 990-3626
	Frannie Peabody Center	615 Congress Street, Portland, ME 04101	(207) 774-6877
	St. Mary's Regional Medical Center	Campus Avenue, Lewiston, ME 04243	(207) 777-8507
Title II Administrator	Shelley White, Ryan White Title II Coordinator	286 Water Street, 9 th floor, Augusta, ME 04333	(207) 287-5551
AIDS Drug Assistance Program (ADAP)	Contact an HIV case manager	See addresses above	See numbers above
	Bureau of Health	286 Water Street, 9 th floor, Augusta, ME 04333	(207) 287-2899
Prevention Case Management	AIDS Consultation Service	22 Bramhall Street, Portland, ME 04102	(207) 871-2099
	Regional Medical Center at Lubec	43 South Lubec Road, Lubec, ME 04652	(207) 733-1090 ext.2226
Partner Counseling and Referral Service (PCRS)	Bangor Clinic	103 Texas Avenue, Bangor, ME 04401	(207) 947-0700
	Auburn Clinic	79 Main Street, Auburn, ME 04212	(207) 795-4019
	Portland Public Health	103 India Street, Portland, ME 04101	(207) 874-8940 or (207) 756-8084
	HIV, STD & Viral Hepatitis Program	286 Water Street, 9 th floor, Augusta, ME 04333	(207) 287-2046
Title III Programs	Portland Public Health	103 India Street, Portland, ME 04101	(207) 874-8791
	MaineGeneral Health Associates	150 Dresden Avenue, Gardiner, ME 04345	(207) 621-5376
	Regional Medical Center at Lubec	43 South Lubec Road, Lubec, ME 04652	(207) 733-1090 ext.2226
MaineCare Programs	Bureau of Medical Services	442 Civic Center Drive, Augusta, ME 04333	1-866-796-2463 ext.7-4758
	MaineCare Member Services	442 Civic Center Drive, Augusta, ME 04333	1-800-977-6740
	Contact an HIV case manager	See addresses above	See numbers above
Waiver Co-Pays Project	Contact an HIV case manager	See addresses above	See numbers above
	Medical Care Development	442 Civic Center Drive, Augusta, ME 04333	(207) 622-7566 ext.206